

## Benefits Systems Access Requirements and Process

Prepared by the Division of Human Resources, Department of Personnel & Administration August 2004.

The Division of Human Resources (DHR) is responsible for providing access to two online systems related to employee benefit administration. The Standard Insurance Company's "Evidence Reporting System" provides reports on the status of applications for long-term disability coverage and optional life insurance coverage. The Online Enrollment & Eligibility System enables benefit administrators to prepare benefit reports and assist employees with the enrollment process. Both systems contain confidential and highly sensitive information. Access to and use of these systems is subject to the following expectations or requirements. Employee Benefits Unit in DHR will be the central point for receiving request and compliance forms for both systems.

- The Benefits Administrator for each department or institution (department) is expected to approve security requests and maintain updated user security and access.
- All requests to grant, modify, or delete access must be written and submitted to the Employee Benefits Unit on the required form (see Process below). No verbal requests will be accepted.
- All users must sign a request and compliance agreement and strictly adhere to all confidentiality and security requirements, regardless of level of access.
- The Benefits Administrator is responsible for explaining the required security and compliance agreements, including the potential consequences of a breach in confidentiality or abuse of system access.

DPA reserves the right to revoke or modify access for fraud, a breach in confidentiality, abuse of authority, or sharing of a user ID or password. The Employee Benefits Unit will notify the Benefits Administrator prior to such action.

- All users are expected to be properly trained and to maintain updated knowledge whenever system changes occur. Training is available from the Employee Benefits Unit.
- Each department is expected to develop internal audit controls to assure proper access and use of the systems. Each department is expected to also maintain access-related forms for audit purposes. The Benefit Administrator will perform periodic audits to ensure proper access and use of the systems, and departments are also encouraged to periodically conduct transaction audits.

### PROCESS

1. The Benefits Administrator must sign the form and explain requirements and policies. DHR requires the *Standard Insurance Company's Evidence Reporting System & Online Enrollment & Eligibility System Access Request and Statement of Compliance*. This form is available on the web at [www.colorado.gov/dpa](http://www.colorado.gov/dpa).
2. The Benefits Administrator must fax the completed *Standard Insurance Company's Evidence Reporting System & Online Enrollment & Eligibility System Access Request and Statement of Compliance* to the Employee Benefits Unit at (303) 866-3879 to allow access to one or both systems.
3. After system security is established, the form will be faxed back to the Benefits Administrator and also kept on file by the Employee Benefits Unit.
4. Deletion of access is to occur as close as possible to the date of termination, transfer, or change in assignment that no longer requires access to one or both systems. The Benefits Administrator will contact the Employee Benefits Unit to initiate deletion of system access.
5. Change of access to either one of these systems requires that a newly signed form be submitted to the Employee Benefits Unit.